

**BCS 2176 THE BENTLEY
STRATA COUNCIL MEETING MINUTES
MONDAY, NOVEMBER 24, 2025**

LOCATION:
Amenity Room

STRATA COUNCIL

PRESIDENT
vacant.

VICE PRESIDENT
Janice W.

TREASURER
Doug M.

COUNCIL MEMBER
Gord M.

COUNCIL MEMBER
Lilian Z.

COUNCIL MEMBER
Sandi M.

COUNCIL MEMBER
Gary W.

STRATA MANAGERS
Don Cook & Cy Begon
E-Mails: don@crpm.ca
Cy@crpm.ca

CROSSROADS MANAGEMENT

**CROSSROADS CONTACT
& 24 HOUR SERVICE**
(778)578-4445

ATTENDANCE

Doug M., Janice W., Gord M., Lilian Z., Gary W., Sandi M.

PROPERTY MANAGER

Don Cook & Cy Begon from CrossRoads Management

(1) CALL TO ORDER

It was **MOVED/SECONDED** that the meeting was called to order at 11:30 a.m.

CARRIED

Resident Hearing Request

A resident requested the opportunity to address the Council regarding a long-standing complaint that she felt has not been addressed to her satisfaction. This resident read a statement in which she indicated that she has been disturbed for several months by daily noise and vibrations. After she completed her statement Council members asked the resident questions to clarify this issue.

In April & May 2025, when this issue was first raised, extensive research into it was conducted by the Strata Council. This research included, but was not limited to;

-ruling out any mechanical equipment, renovations, plumbing equipment and exterior maintenance equipment as the source of disturbances.

-on several occasions, at various times and dates, building staff, Council members, the Strata Manager, and others have been in the lobby, on the 9th floor and even inside the resident's unit to experience first-hand these reported disturbances. Nothing was experienced by multiple people, even those standing right with the resident while she said she experienced these vibrations and noises. Videos sent by the resident to show proof of these reported significant vibrations failed to show evidence of them.

-a Notice was posted inside the building for a full two weeks in May 2025 requesting any owner report any unusual vibrations or noises that have affected their enjoyment of their strata lot. Given there are 137 units with close to 250 occupants living at the Bentley, the Strata Council and Strata Manager received zero collaborating complaints.

The Strata will explore what measurement equipment this resident or the Strata could use that would be capable and sensitive enough to measure and record over a period of time the type of noise and vibrations this resident has identified.

(2) APPROVAL OF MINUTES

It was **MOVED/SECONDED** to approve the minutes of the Council Meeting held October 27, 2025.

CARRIED

To access Council meeting minutes, Bylaws, Rules and other information, please sign onto the Strata maintained website at: bentleyportmoody.ca.

(3) FINANCIALS

The Treasurer reported that the statements for October were reviewed and no issues that would require adjustments were found. It was **MOVED/SECONDED** to approve these financials. **CARRIED** These statements will be posted on the Strata website.

(4) BUSINESS ARISING

Interior Decorating Upgrading Project

We have about \$165,000, as of October, in the Interior Upgrading Fund. While the total cost of this project is still being determined, a Levy to owners will be required to cover some of the cost. Planning at this stage indicates that most owners should expect a Levy on average of \$3,000. The exact amount for each owner would be determined by the size of the owner's unit. The remaining funding will come from the Contingency Reserve Fund.

At this point in time we are re-considering US made products, especially those that have local Canadian distributors with product at their warehouses. Primarily, we want to look out for owners' interests and concerns about unnecessary inflated pricing that would negatively tilt the amount of each owner's Levy.

Elevator Issues

Hopefully, the elevator technician has finally replaced a component that is anticipated to resolve the issue with the elevators not properly restoring to normal operation after a power outage or generator testing.

(5) CORRESPONDENCE

Issues, concerns or complaints that an owner would like to bring to the Council's attention should be sent by letter or email don@crpm.ca to the attention of the Strata Manager, Mr. Don Cook at Crossroads Management. Following this procedure will ensure the correspondence is appropriately documented and distributed to all Council members. All written correspondence received in this manner will be reviewed and discussed by the full Council at the next scheduled meeting.

Correspondence reviewed at this meeting included; water damage to a unit that the source was determined to be a failed toilet seal in the above unit and will be the above unit's responsibility, an owner request for a smaller weight room bench, water damage to a unit that the source was determined to be a leaking drain in the shower in the above unit and will be that above unit's responsibility, a report of significant moisture leaking from the ducting on the ceiling of a unit's balcony. This leak is currently under investigation.

(6) NEW BUSINESS

Crossroads transition to another Strata Manager.

Don brought Cy Begon to the October & November Council Meetings as part of the transition process. Cy is another Crossroads Strata Manager and is scheduled to fully transition into Don's role by January.

Roof Assessment

Robinson Roofing will be providing the Strata with a complimentary roof maintenance and condition report.

(7) ADJOURNMENT

There being no further business, the meeting was terminated at 2:05 p.m.

On Behalf of the Strata Council BCS 2176

Don Cook, Senior Strata Manager don@crpm.ca & cy@crpm.ca